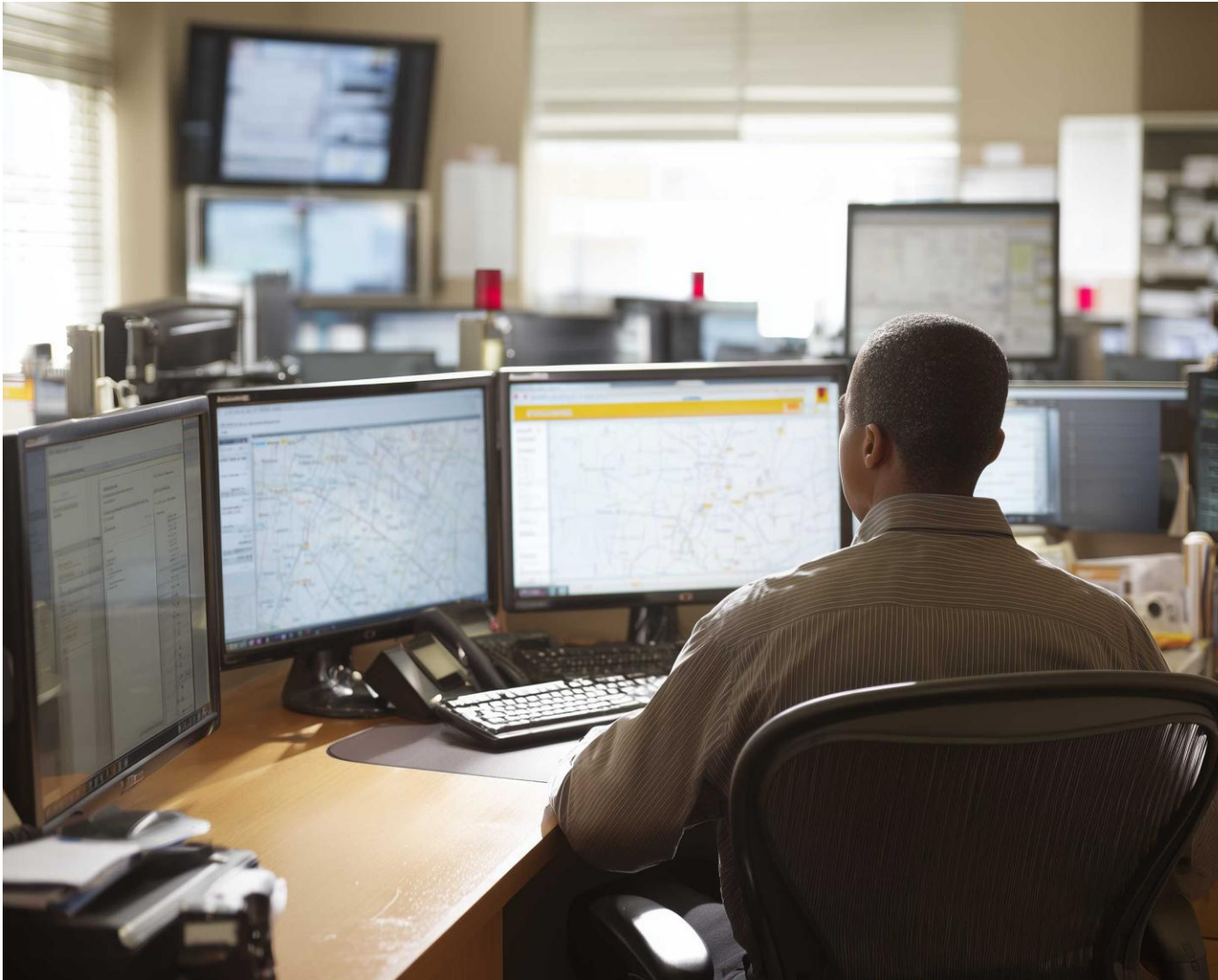


FleetOps: Enterprise Vehicle Order Management

An internal enterprise system that allows teams to process, track, and manage large fleet vehicle orders from intake through customization, fulfillment, and delivery.



Operational Complexity & Legacy Constraints



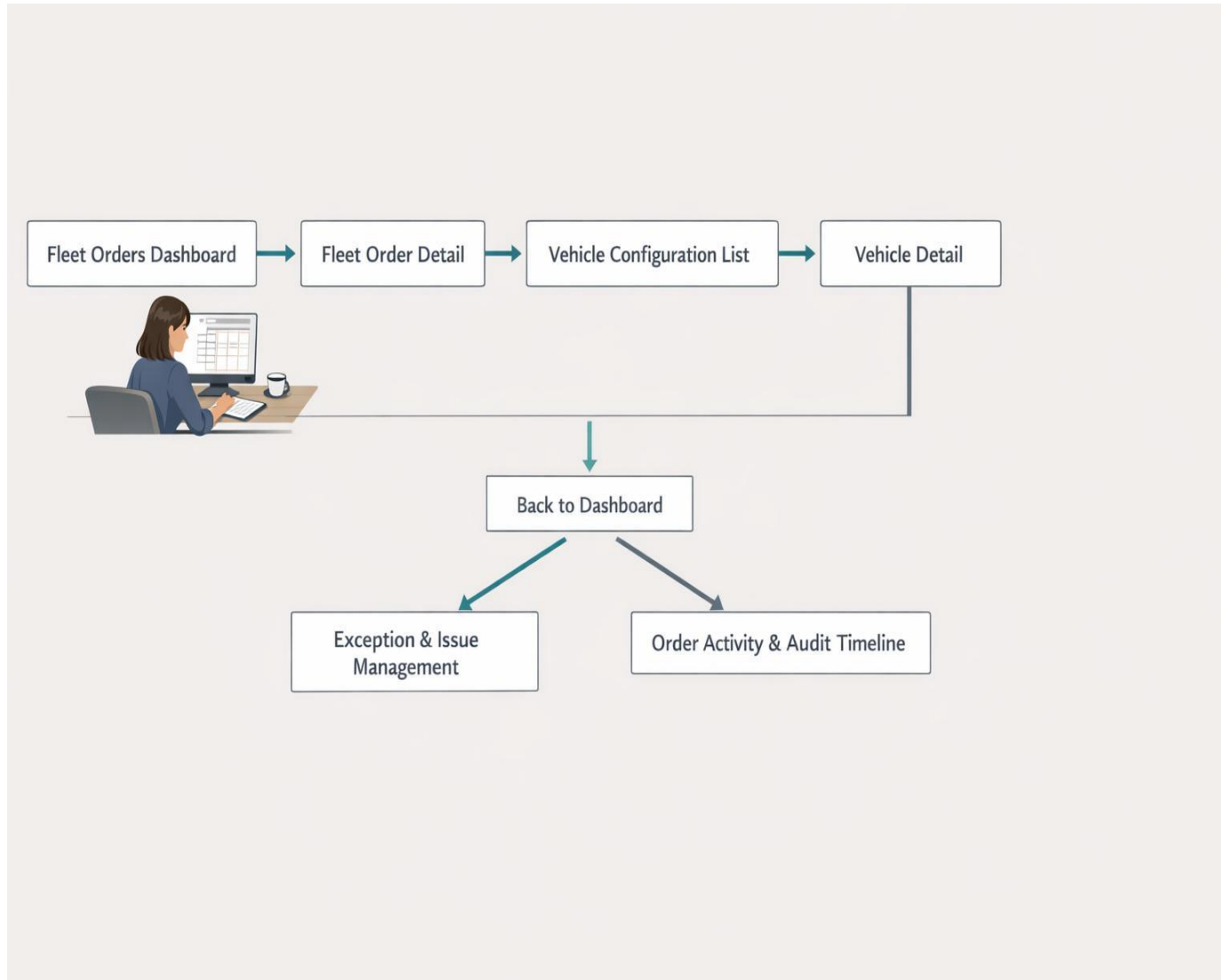
Enterprise fleet operations involve coordinating hundreds of vehicles, multiple customization stages, and geographically distributed delivery paths. Teams must manage detailed configuration requirements while maintaining accuracy and accountability across long-running processes. Legacy systems often obscure this complexity behind rigid interfaces and disconnected workflows. This slide establishes the operational reality that demanded a more modern, flexible solution.

Modern Event-Driven System & UX Design



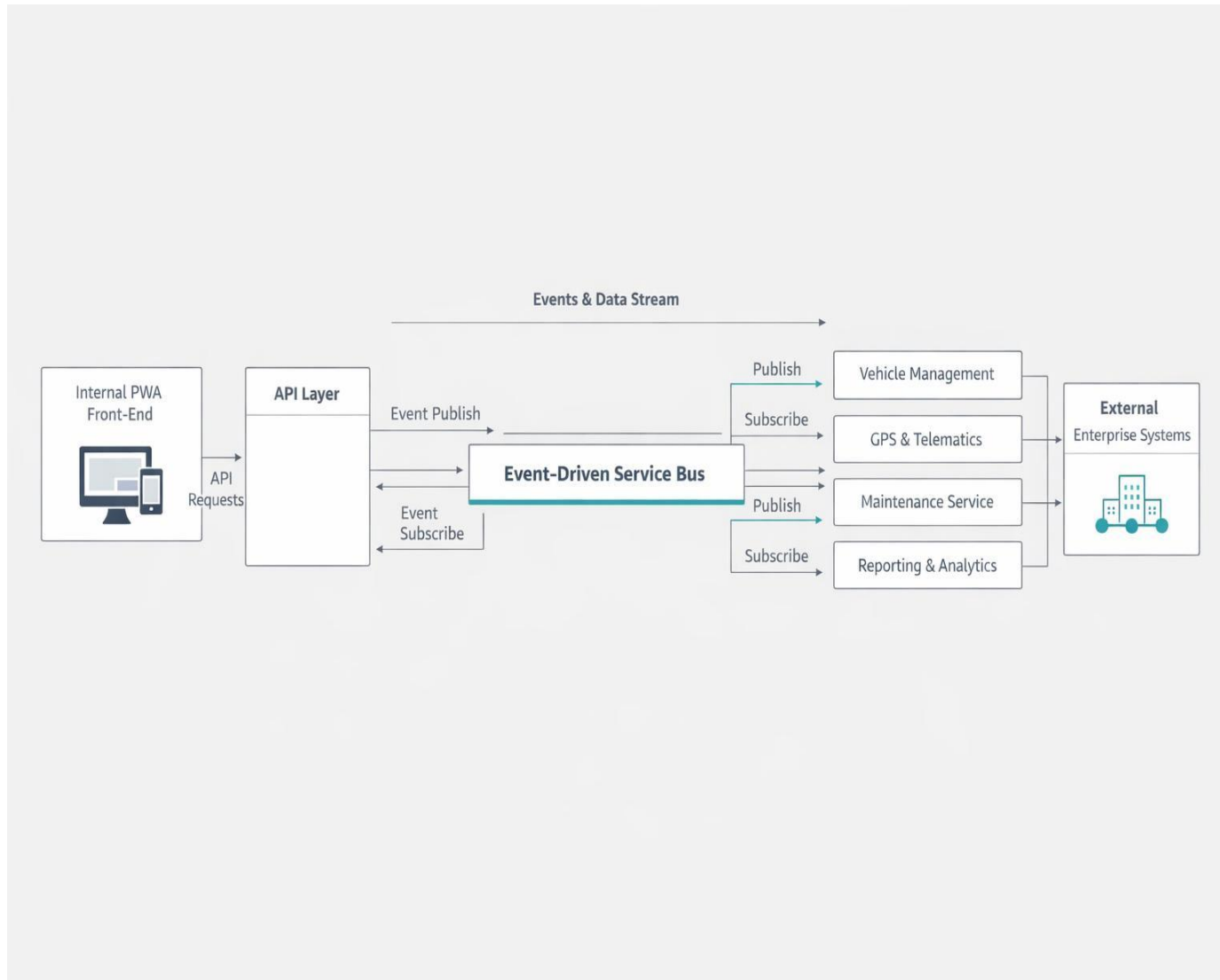
FleetOps demonstrates the application of modern front-end architecture, event-driven systems, and workflow-focused UX design to a complex enterprise problem. The system decouples presentation from orchestration, enabling scalability, reliability, and clarity for daily operations. Emphasis is placed on making complex processes understandable and actionable for a small internal team. This slide connects technical decisions directly to operational outcomes.

Fleet Operator User Flow



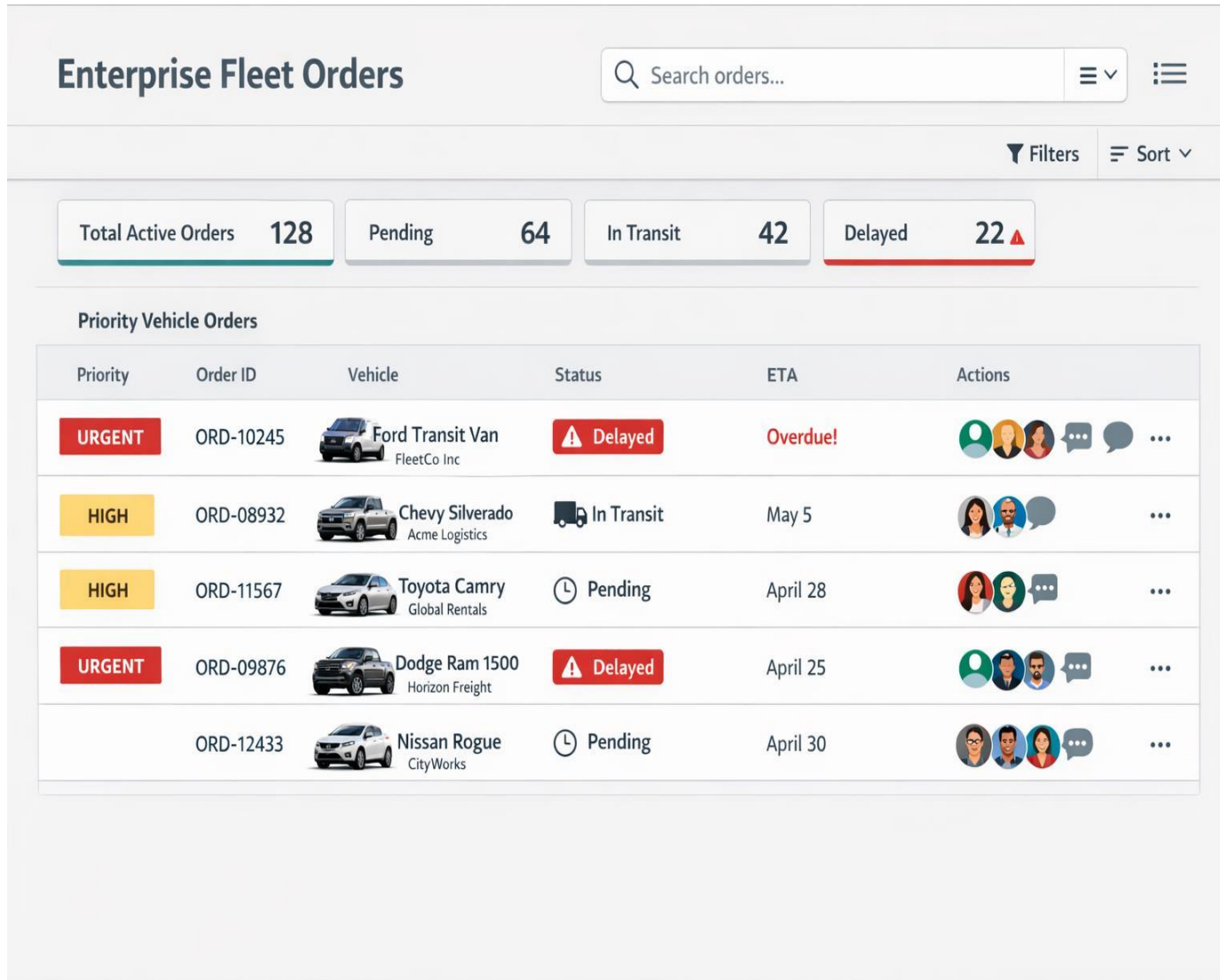
This user flow diagram illustrates how a fleet operator interacts with the system to manage daily responsibilities. The flow begins with reviewing prioritized active orders, then drilling into an order to review vehicle lists and individual vehicle details. From there, the operator may update configurations, review delivery status, resolve exceptions, or consult the audit timeline before returning to the dashboard. The diagram emphasizes efficient progression, minimal backtracking, and clear decision points in a high-volume operational environment.

System Architecture Overview



This diagram presents the high-level architecture of the FleetOps platform, highlighting how the front-end application communicates with backend services through an event-driven model. The front end consumes APIs for command and query operations, while backend components publish and subscribe to events via a central service bus. External enterprise systems feed status updates and lifecycle events into the platform asynchronously. The architecture emphasizes scalability, resilience, and clear separation between user experience, orchestration, and downstream systems.

Fleet Orders Dashboard



This dashboard is used by fleet order coordinators to quickly understand which active orders require attention next. It presents all incomplete orders in a prioritized queue, emphasizing operational urgency over historical metrics. Real-time indicators help coordinators avoid conflicts by showing when a colleague is already working on an order. The screen supports efficient handoff, focus, and rapid decision-making in a high-volume operational environment.

Fleet Order Detail

Enterprise Fleet Order Detail

Order Summary

Order #: 123456789

Customer: ABC Logistics

Order Date: 09/15/2021

Total Units: 25

Order Total: \$825,000

Delivery Location: Dallas, TX

Vehicle Configuration



Model: Ford F-150

Trim: XLT 4x4

Engine: 3.5L EcoBoost V6

Color: Oxford White

Options: Tow Package, Navigation System

Current Status

Status: **In Production**

Estimated Completion: 11/10/2021

Workflow Actions

Update Status

Send Notification

Modify Order

View Documents

Cancel Order

Audit Information

Timestamp	User	Action	Details
09/15/2021	10:45 AM	JSmith	Order Created
09/20/2021	02:30 PM	MBrown	Status Updated
10/05/2021	09:15 AM	RAllen	Status changed to "In Production".
10/05/2021	09:15 AM	RAllen	"Confirmed build schedule with manufacturer."

This screen is used by fleet order coordinators to view and manage an individual fleet order in detail. It consolidates configuration details, current status, and operational context so coordinators can confidently take next steps. The screen supports updating order states, resolving exceptions, and coordinating progress across customization and delivery workflows. It is critical for maintaining accuracy and accountability throughout the order lifecycle.

Vehicle Configuration List

Vehicle Configuration & Delivery List						Export	Refresh	Search Vehicles...
All Vehicles						In Progress	Delivered	
Model	Exterior Color	Options	Configuration Status	Delivery Stage	Vehicle			
Ford Explorer		Nav, Tow Package	In Progress	In Transit				
Chevy Silverado		4WD, Premium Package	Completed	Quality Check				
Toyota Camry		Sunroof, Safety Package	Completed	Build Scheduled				
Jeep Wrangler		Off-Road Package	Completed	Awaiting Shipment				
Honda CR-V		Tech Package	Pending	In Transit				
Nissan Altima		Leather Interior	Completed	Inspection				
Ram 1500		Towing Package	Completed	At Dealership				
Kia Sportage		AWD, Tech Package	Pending	Pending Dispatch				
BMW X5			Delivered	Delivered				

Showing 1 to 10 of 50 entries

Previous 1 2 3 4 5 Next >

This screen allows fleet operators to manage every individual vehicle within a large fleet order, from arrival through customization and final delivery. It combines configuration details with real-time delivery pipeline status so operators can understand exactly where each vehicle is at any moment. The list supports sorting and filtering to surface vehicles that need attention, whether due to configuration gaps or delivery constraints. This screen is critical for coordinating progress across complex, multi-stage fulfillment workflows.

Vehicle Detail

[← Back to Fleet Order #10234](#)

Vehicle Summary



VIN: 1FTFW1E89NKE12345

Stock #: 067829

Mileage: 12,345 miles

License Plate: ABC1234

Configuration Details

Trim: XLT

Engine: 3.5L V6 EcoBoost

Drivetrain: 4x4

Color: Oxford White

Interior: Gray Cloth

Status Timeline



Requirements

Tonneau Cover: Yes No

Backup Camera: Yes No

GPS Tracking: Yes No

Toolbox Install:

Decals: Construction Co. Logo

Save Requirements

Shared Notes









- Check ladder rack installation
- Order safety cones for vehicle
- Client requested chrome bumpers

Add Note...

Add Note

This screen is used by fleet operators and downstream processing teams to view and manage a single vehicle within a larger fleet order. It surfaces configuration requirements, current processing and delivery state, and contextual notes entered by multiple teams handling the vehicle. Operators can update requirements when customer changes occur and document exceptions or special handling needs. The screen serves as a coordination and accountability hub for each individual vehicle as it moves through the fulfillment pipeline.

Exception & Issue Management

Priority	Issue Summary	Order / Vehicle	Status	Last Updated
	System Error: Inventory Sync Failure	Order #768912	In Progress	Today, 11:15 AM
	Engine Overheating Alert	Vehicle: VIN 1HGCM82633A	Investigating	Today, 10:50 AM
	Payment Processing Failure	Order #984321	Open	Today, 09:30 AM
	Brake System Fault	Vehicle: VIN 2FTRX18L4X	In Progress	Today, 08:45 AM
	Shipment Delayed: Missing Parts	Order #112456	Pending	Yesterday, 04:20 PM
	GPS Signal Lost	Vehicle: VIN 3GNEK13T25G	Open	Yesterday, 01:15 PM
	Billing Discrepancy	Order #657890	Under Review	April 22, 2024, 03:30 PM
	Low Tire Pressure Warning	Vehicle: VIN 1J4FA49S04P	Open	April 21, 2024, 02:00 PM













Showing 1 to 8 of 8 Issues [Next](#) >

This screen is used by fleet operators to monitor and manage exceptions across all active fleet orders. It aggregates issues that could block fulfillment, such as configuration conflicts or delivery delays, and prioritizes them by urgency and impact. Operators can quickly understand what needs attention, drill into the affected vehicle or order, and document resolution steps. This screen ensures that problems are addressed proactively before they cascade into larger operational failures.

Order Activity & Audit Timeline

Order Activity & Audit Timeline

Event Type: Source: Date Range: [Filter](#) [Clear](#)

-  Apr 24, 2024 - 10:15 AM
 -  **Order Shipped**
Order #45678 shipped. By: [James Wilson](#)
-  Apr 23, 2024 - 3:45 PM
 -  **Vehicle Assigned**
Vehicle ABC123 assigned to Order #45678. By: [Dispatch System](#)
[View Vehicle >](#)
-  Apr 23, 2024 - 11:10 AM
 -  **Order #45678 updated: Delivery address changed.**
By: Sarah Lee By: [Sarah Lee](#)
-  Apr 22, 2024 - 4:20 PM
 -  **Order #12345 status set to "In Transit".**
By: Automation System By: [View Order](#)
-  Apr 21, 2024 - 9:00 AM
 -  **Order #45678 created.**
By: John Adams By: [John Adams](#)
-  Apr 20, 2024 - 5:30 PM
 -  **Admin login from IP: 192.168.1.10**
By: Admin User

This screen is used by fleet operators, managers, and auditors to understand exactly how an order has progressed over time. It presents a chronological timeline of all significant events affecting the order and its vehicles, including configuration changes, status transitions, and system updates. By making activity transparent and traceable, the screen supports audits, issue investigation, and operational accountability. It reinforces trust in the system as the authoritative source of record.

Search & Advanced Lookup

[Advanced Filters](#) [Clear Filters](#)

Order Results

 Showing 1-4 of 4 results

Status: All × Date: Last 30 Days × Customer: ABC Corp × [Edit Filters](#) [Edit Filters](#) ▼

Order #	Customer	Status	Date	Total
ORD12345	ABC Corp	Shipped	01/10/2022	\$5,200.00
ORD12346	ABC Corp	Pending	01/15/2022	\$3,100.00
ORD12347	ABC Corp	Cancelled	01/18/2022	\$0.00
ORD12348	ABC Corp	Delivered	01/20/2022	\$4,500.00

[View All Orders >](#)

Vehicle Results

 Showing 1-3 of 3 results

Status: All × Type: Truck × Location: Fleet A × [Edit Filters](#)

VIN	Make / Model	Status	Location	Mileage
1FTFW1E45LKD12345	Ford F-150	In Service	Fleet A	82,500 mi
1HTMYSKM5GH12346	International 4300	In Repair	Fleet A	105,300 mi
1XKAD49X8EJ12347	Kenworth T680	Available	Fleet A	59,200 mi

[View All Vehicles >](#)

This screen is used by fleet operators to quickly find specific orders or vehicles without navigating through primary workflows. It supports both simple searches and advanced filtering to handle audit requests, customer inquiries, or operational investigations. By centralizing lookup capabilities, the screen reduces time to answer questions and minimizes disruption to day-to-day order processing. It serves as an essential utility for accuracy and responsiveness in a high-volume enterprise environment.